

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department of Children and Families	9. Position Number K0068811	10. Budget Program Number 29210
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) PSE-I EES Assistant Program Administrator	
3. Division Program and Service Integration	12. Proposed Class Title	
4. Section Economic and Employment Support Services	13. Allocation	
5. Unit KC Region	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City County	15. By Approved	
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM To: 5:00 AM/PM	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This is a managerial position within the Economic Employment Support division. This position assists the Program Administrator in directing and overseeing services and programs. This position interprets/clarifies EES program policy, plans and manages the implementation of programs and initiatives, analyzes program outcomes, supervises and handles complaints which require the attention of a higher level administrator.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Carla Southard

Title:

Position Number: K0123768

EES Program Administrator

Who evaluates the work of an incumbent in this position.

Name: Carla Southard

Title:

Position Number: K0123768

EES Program Administrator

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Under the direction of the EES Program Administrator, work is performed independently and requires the exercise of initiative, independent judgment and discretion in completing delegated work. Priorities are set independently and the employee is generally free to develop his/her own sequences and methods within the scope of established policies and expectations. Work is reviewed based on outcomes and conformance to established policies, procedures, regulations and expectations.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
() Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
(X) Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable Accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E OR M	
			<p>The incumbent is expected to demonstrate a commitment to customer service and integrated service delivery.</p> <p>The incumbent will participate fully in integrated service team activities and work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.</p>
1	35	E	<p>PROGAM/POLICY</p> <p>Continually analyzes existing and proposed EES program polices in order to assess impact on clients and staff by applying knowledge of other agency programs, procedures and available community. Develops appropriate corrective action strategies to address short-term and long-term service delivery problems or quality concerns. Establishes goals, develops reports and outcomes to ensure achievement of regional and state goals. Is an expert in all EES programs. Work is done under the oversight and general direction of the program administrator. Serves on policy workgroups, as needed, including but not limited to the statewide implementation planning team. Meets regularly with regional EES staff to explain, interpret and discuss programs, policies, procedures, regulations and directives and to disseminate information, receive input and resolve problems. Gathers complete information regarding issues and provides recommendations and reports to the program administrator.</p>
2	20	E	<p>RESOURCE MANAGEMENT</p> <p>Manages resources and staff to meet agency program goals. Develops and recommends plans to ensure equitable and effective distribution and use of resources. Monitors work assignment and work flow in all offices in the region to ensure effective and equitable distribution and utilization of resources. Manages and tracks allocations to ensure the region utilizes resources for the intended purpose and expenditures are within the budgeted amount. Monitors TAF administrative fund spending patterns and trends to minimize waste and ensure positive customer service. Identifies desired program outcomes, develops reports, and monitoring tools and provides regular reports and information to the program administrator.</p>
3	20	E	<p>MANAGEMENT OF SERVICE DELIVERY</p> <p>Monitors service delivery across the region continuously, to ensure positive customer interactions and effective achievement of agency and program goals. Develops strategies to address short term and long term service delivery and evaluates effectiveness of these strategies. Manages service and program plans to ensure full and successful achievement of agency initiatives and priorities including integrated service delivery teams, universal access, waiver of face-to-face interviews or other initiatives that may be impacted by the program policy areas for which this position is responsible. Manages customer concerns for the EES programs. Handles customer complaints as needed. Ensures all concerns are responded to timely, in proper format and that the responses are accurate and customer friendly. Meets with EES supervisors in local offices to ensure accurate and timely service delivery.</p>
4	15	E	<p>PERSONNEL MANAGEMENT AND SUPERVISION</p> <p>Provides program direction to staff across the region. Directs the work of supervisors in some of the offices, staff engaged in regional work program activities, LEP/Refugee, Working Healthy, and claims activities. Recruits, selects, assigns, reassigns and evaluates staff in keeping with personnel regulations to ensure that program areas are appropriately staffed and effectively implemented. Establishes performance expectations, provides regular feedback, evaluates and reviews staff performance. Takes disciplinary actions when necessary according to agency procedures. Manages information and communicates effectively with staff. Deals with conflict resolution. Provides coverage for unit supervisors, in the event of vacancies.</p>
5.	5	E	<p>PROFESSIONAL DEVELOPMENT</p> <p>Attends and participates in conferences with supervisor and office meetings. Participates in program and management meetings. Participates in teams and work groups for the purpose of professional development.. Coordinates training with program improvement staff.</p>
6.	5	E	<p>SPECIAL ASSIGNMENTS</p> <p>Works on Special assignments and duties as needed.</p>

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to effectively plan and monitor program operations could result in poor customer service and fiscal sanctions against the State. Failure to effectively manage allocations and expenditures could result in loss of benefits to customers or over expenditure. Failure to follow proper hiring and disciplinary actions could result in poor staff morale and possible personnel or legal actions. Failure to implement efficient and effective cash/food assistance/ child care/ medical programs on a timely basis could result in severe hardship for customers. Failure to be responsive to customer concerns could affect public perception and negatively impact the agency.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- (☒) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
(☐) Plans, staffs, evaluates, and directs work of employees of a work unit.
(☒) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title	Position/KIPPS Number
Human Service Supervisor	K0162990
Human Service Supervisor	K0109452
Human Service Supervisor	K0063282
Human Service Supervisor	K0162515
Human Service Supervisor	K0155845
Human Service Specialist	K0049582
Human Service Specialist	K0165050
Program Consultant II	K0210198
Program Consultant I	K0162990

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Verbal and written communication with staff across the region to convey program and policy information; verbal and written communication with staff immediately supervised to provide information and feedback. Written communication with state and federal agencies through development and finalization of regional plans, grant proposals, and training material. Verbal and written communication with the public, including customers, medical professionals, attorneys, helping agencies in response to inquiries to provide information through speaking engagements at institutions of higher learning, public schools and civic groups.

25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry or upset people in the course of working with individuals in a social service delivery position. Work may be stressful due to the complexity of interactions with people and the level of responsibility for program planning and implementation. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Computers, telephone systems, fax and copy machines are used daily. The incumbent will travel in this position as responsibility encompasses a six county region.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

One year of experience planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Post secondary education

EES experience

Supervisory experience

EES Policy and Procedure Experience

Bi-lingual in English and Spanish languages

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

This is general office work. Prolonged sitting and standing may result. Requires written and verbal communication; use of a computer is required for accessing information and communicating with others. Travel is essential this to position.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

This position is required to follow office procedures to ensure their safety when talking with customers who may become hostile, angry, or upset and pose a threat to safety of staff, themselves or others. To ensure the safety of employees and customers, Kansas City Metro Region staff and vendors are expected to display their access badges when at work and to comply with the approved safety policies and procedures posted on the web page. Proper use of personal computer, terminal copy machine and telephone. Timely notification of appropriate agency staff when equipment malfunctions.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date